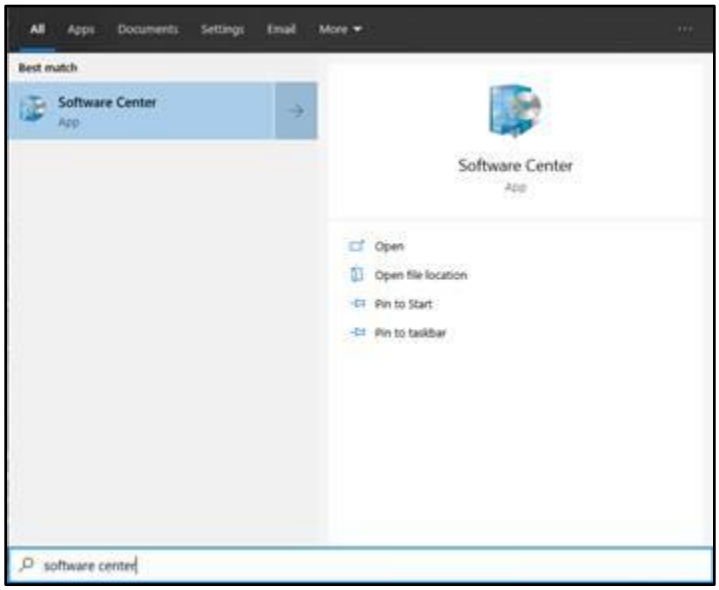
Jabber User Guide

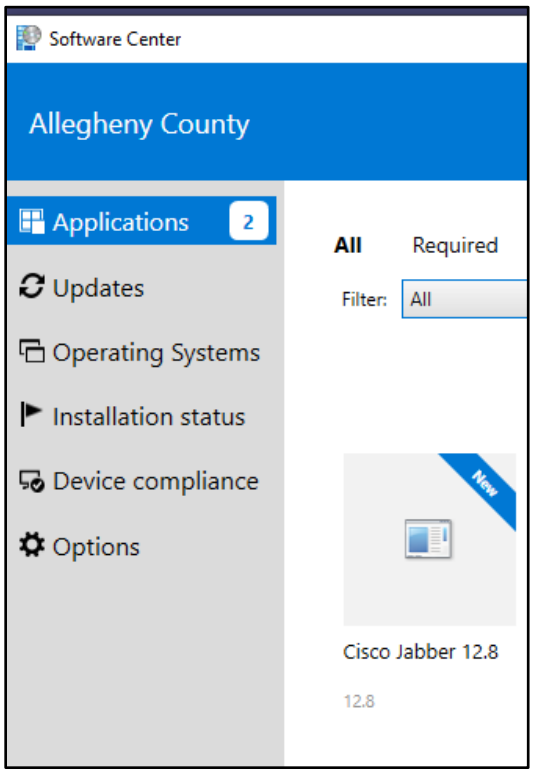
Use **Jabber** to place, receive, and manage telephone calls using your computer and an internet connection.

Install Jabber

Go to the Start Menu and search for **"Software Center"**



Once opened, you should see an option for **Cisco Jabber 12.8**. Click on that tile, and then install.



Sign in

1. Open the Jabber application.
2. Enter your:

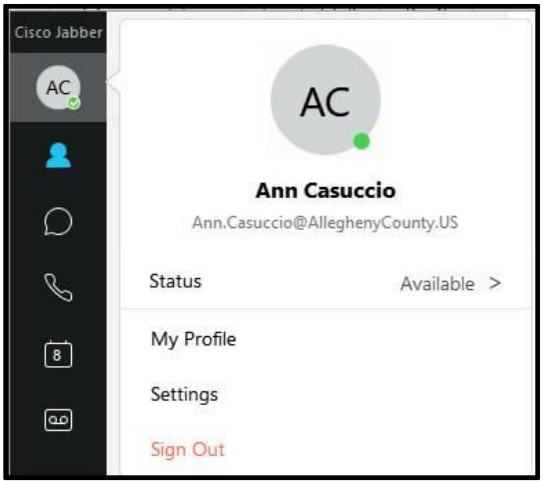
   Username – **T#(**or **K#)@alleghenycounty.us** (make sure to use a Capital Letter).

   - After the initial login the Username may prepopulate and default to your T# to Sign in.

   Password – enter the password associated with your T#**(**or **K#)** when logging onto the computer.

3. Click **Sign in.**

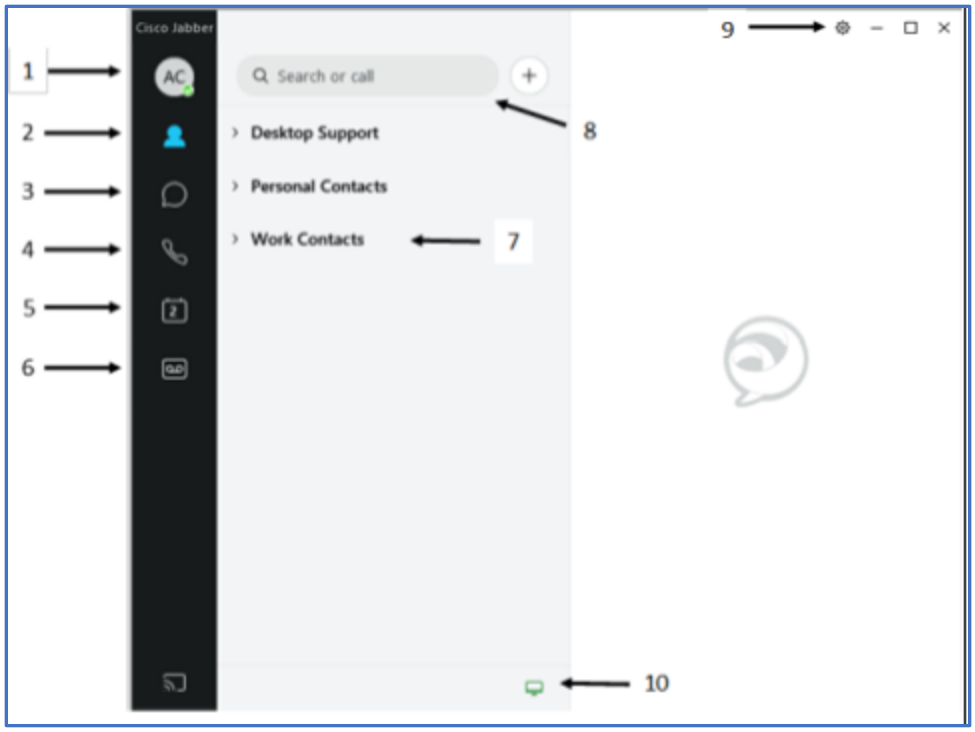
Sign out



Click on your **Profile** icon in the upper left-hand corner and then click **Sign out**.

Navigating the Jabber Hub

1. Status/Profile/Settings
2. Contacts
3. Chats
4. Recent calls
5. Meetings
6. Voicemail
7. Custom groups
8. Search bar
9. Settings menu
10. Call settings



Place a call

You can place a Jabber call in three ways:

1. USE YOUR CONTACTS LIST:

1. Click in the Jabber hub.
2. Hover over the appropriate contact's name in the search results and click .
   The call is placed to the person's County telephone number.

2. SEARCH THE COUNTY DIRECTORY:

1. Type the person's name in the Jabber hub Search or call field.
2. Hover over the appropriate contact's name in the search results and click .

   The call is placed to the person's County telephone number.

3. TYPE THE TELEPHONE NUMBER:

1. Type the person's phone number or extension in the Jabber hub **Search or call** field.

   Important: *When entering a non-County number, you must enter a **9** first, then the rest of the number as you would from a telephone (e.g., 94123456789). With County telephone numbers, you can dial just the last four digits.*

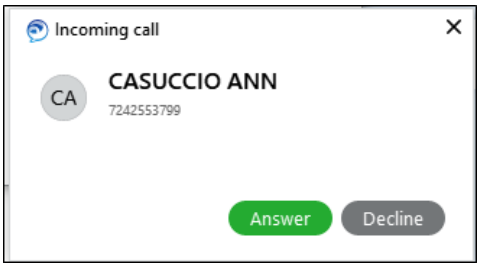
2. Click next to the **Search or call** field.

   The call is placed to the entered telephone number.

Receive a call

You must be logged in to the Jabber application to receive a call.
When you receive an incoming call, you'll see a call window open on your computer screen.

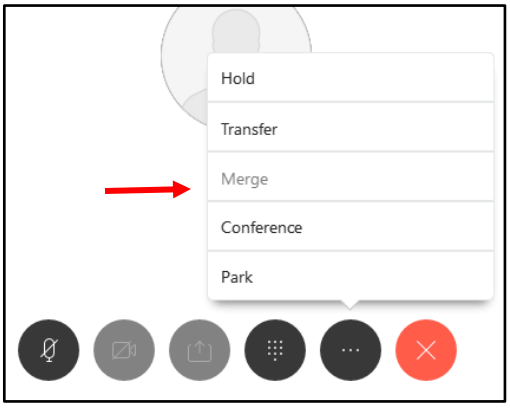
- Click **Answer** to accept the call.
- Click **Decline** to forward the call to voicemail.



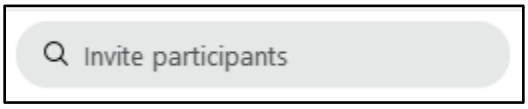
Conference call

ADD NEW CALLER TO EXISTING CALL:

1. Click **More call controls** in the active call window.
2. Select **Conference**.

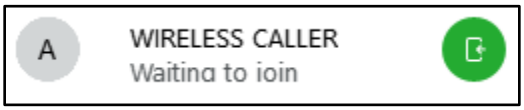


3. In the **invite participants** field that appears at the top right, type the name or number for a contact and press **Enter**.



The original call is placed on hold.

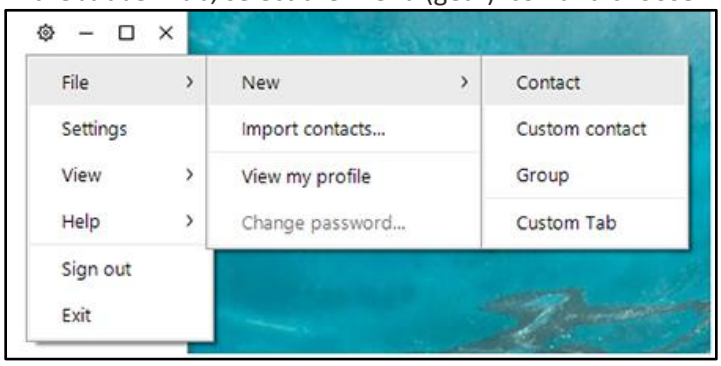
4. Once the new participant has connected, click on the original call to join the calls together.



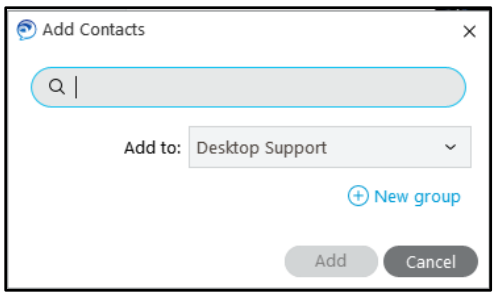
Contacts

ADD A NEW CONTACT:

1. In the Jabber hub, select the Menu (gear) icon and choose **File > New > Contact**.



2. The **Add Contacts** box appears. Start typing a person's name to search the directory, then double-click to select it.



3. In the Add to: drop down menu, select the personal group to which you'd like to add the contact.
4. Click **Add**.
   The new contact appears in your Jabber hub under the appropriate contact group.

CREATE A NEW CONTACT GROUP:

You can create customized contact list groups (e.g., My team, Project A team) under which you can organize your contacts. Contacts can appear in multiple contact list groups.

1. Click the **Menu** (gear) icon and select **File > New > Group**.

2. Type the name of the contact list group name you'd like in the **Group name**.
3. Click **Create**.

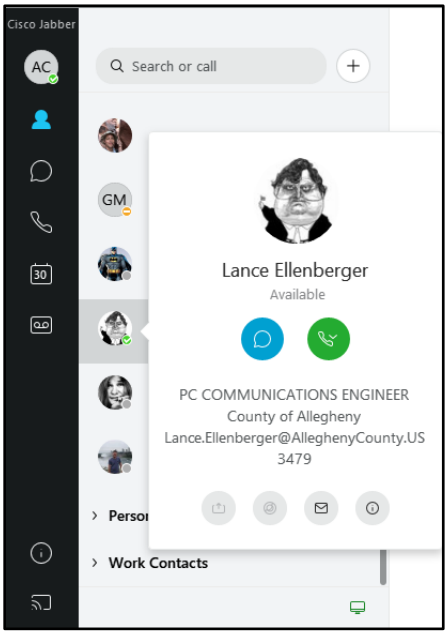
   The new contact list group appears in your Jabber hub under Contacts.

4. You can move a contact into contact list groups by:
5. Right click the contact name in your Jabber hub and select:
   • **Copy to group** and select the group from the drop down menu to copy the contact into the new group and keep it in its existing group(s).
   • **Move to group** and select the group from the drop down menu to move the contact into the new group and remove it from its existing group.

VIEW A CONTACT'S PROFILE:

1. Click in the Jabber hub.

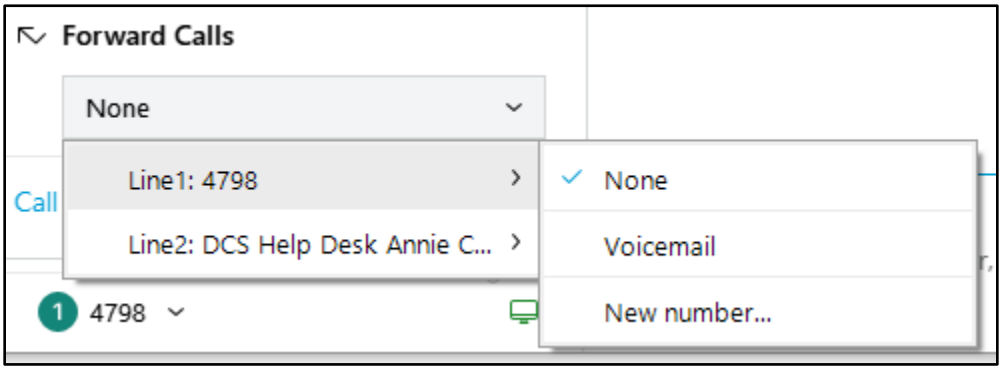
2. Using your mouse, hover over the name of the person for whom you want to display a profile. The profile shows the contact's email address, phone number, and availability status. Click the buttons to call or chat with the contact.



Forward and Un-forward Calls

FORWARD YOUR CALLS:

1. Click the Call Settings icon in the Jabber hub (bottom left).
2. Scroll to **Forward Calls**:



- Select **Voicemail** to forward your calls to voicemail. Select among the listed numbers (numbers to which you've recently forwarded your calls).
- Select **New Number** to enter another phone number. Enter a phone number and click **Forward**.

UNFORWARD YOUR CALLS:

1. Click the **Call Settings** icon in the Jabber hub (bottom left).
2. Scroll to **Forward Calls:** and select **None** from the drop-down menu.

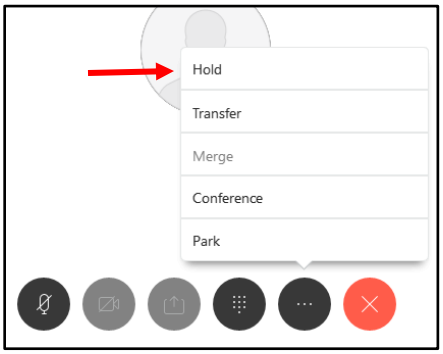
Hold or Transfer Calls

PLACE A CALL ON HOLD:

1. Click **More call controls**

in the active call window.

2. Select **Hold**.



The call is placed on hold.

3. Click

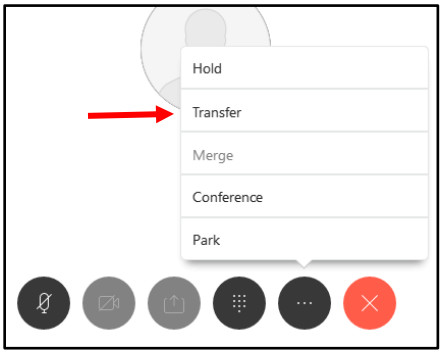
to resume the call.

TRANFER A CALL:

1. Click **More call controls**

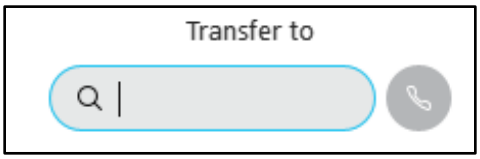
in the active call window.

2. Select **Transfer**.



This places the active call on hold.

3. Type the name of the person or the phone number to which you want to transfer the call in the search box.



4. Press

to complete the call transfer.

Status

Status lets your colleagues know when you are, and are not, available. Your colleagues can see your status through your status message in their Jabber hub.

MANUALLY CHANGE YOUR STATUS MESSAGE:

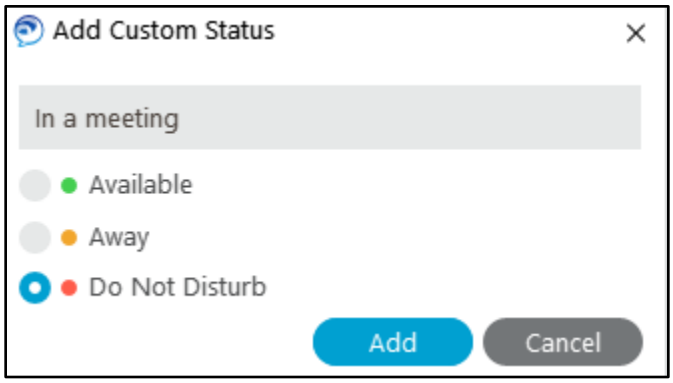
By default, your status message is set to **Available**. To change your status message:

1. In the Jabber hub, click your initials in the top left to see your status. Click the **>** next to your status message.
2. Select among the available options. They are **Available, Away, Do Not Disturb**. Your status is changed to that option.

ADD A CUSTOM STATUS MESSAGE:

You can add other status messages to the default list. To add a custom status message:

1. In the Jabber hub, click your initials in the top left to see your status. Click the > next to your status message.
2. Select **Add Custom Status**.
3. Type the custom status you'd like and select which of the default color status setting you'd like to associate with it.



4. Click **Add**.

The new custom status becomes your current status and is available in the future as a default option in the status drop down menu.